

AMENDMENTS TO THE SPECIFICATION

On page 2, line 20, paragraph number 5 please amend the specification to read:

Backbone network 110 may be any packet-based network standard in the art, such as IP, Frame Relay, or ATM. To provide voice communications to legacy POTS phones, typically a gateway 112 is provided, which may be a ~~VoP~~ VoIP gateway. Gateway 112 provides access to the Public Switched Telephone Network (PSTN) 114. Through PSTN 114, voice-only communications may be provided to legacy POTS phones 116.

On page 4, line 1, paragraph number 9 please amend the specification to read:

However, ~~the system of FIG. 2~~ the method of FIG. 2 has certain disadvantages. The interface presented to users of prior art voicemail and/or telephony systems is a constant source of frustration. One common complaint is that the process of trying to locate a party can often be a long and frustrating experience. For example, if User A attempts to call User B and User B is not at their desk, initially User A must let the phone ring for some period of time before the call is picked up by voicemail or transferred elsewhere. Then, User A may be required to navigate through a maze within the interface a voicemail menu and presented with still further options. Ultimately, User A must leave a message, or try to reach User B at an alternate number by hanging up and dialing again, all the while wondering if their efforts at locating User B are in vain.